



ADVISORY NO. 2021 - 06

**SUBJECT : VERIFICATION OF THE IDENTITIES OF CLIENTELE PRIOR
TO APPROVING TRANSACTIONS**

This refers to complaints and reports by delivery service personnel who fall victim to “prank” orders or fake transactions. An example of such instance is when delivery service personnel are made to deliver bulk orders on a Cash-on-Delivery (“COD”) basis, only to be given false addresses and/or turned away by the buyer. This leads to the delivery service personnel shouldering the unpaid amount.

The Cybersecurity Bureau hereby advises and recommends the following to all e-commerce platforms or online stores:

1. Please verify the identities of their respective clientele before allowing them to make transactions. This is to ensure the safety of the delivery service personnel from “prank” or “hoax” deliveries or transactions.
2. E-commerce platforms should consider establishing a mechanism that can detect suspicious changes on users’ account ordering behavior including basic information such as IP addresses, location of the delivery address, total bills, etc. Online stores or their systems may require these users for additional verification before completing a transaction.
3. E-commerce platforms may implement a stricter verification process for new registrations. This may include a self-uploading feature where the user must hold the identity document (ID) when his/her photo is being taken. This will then have a review and verification process before approval. This will help online stores filter bogus accounts.

Please be guided accordingly.